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March 17, 2008

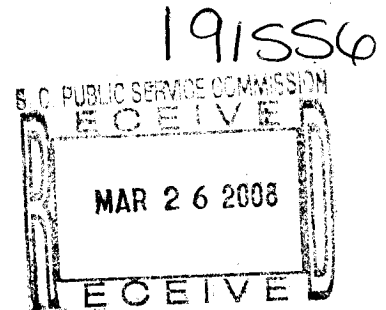
Mr. Charles L.A. Terreni
Chief Clerk/Administrator
South Carolina Public Services Commission
Synergy Business Park, The Saluda Building
101 Executive Drive
Columbia, SC 29210

Docket No. 2008-25-C

Dear Mr. Terreni,

In response to the Answer from Comporium Communications we are still requesting an official hearing in regards to this matter, especially the lack of 911 services. The issues have not been resolved since the telephone line has been disconnected and we have no access to 911. During the meeting on August 23, 2007 Mr. McFadden stated that he cannot guarantee our telephone will ever work properly, that is simply not good enough. The fact that my wife and I met with Mr. McFadden shows that we attempted to rectify the problem directly with Comporium and were not satisfied with their lack of response. It is not a solution to ask a customer if they have thought of moving or even stating there is no guarantee services will ever work. We have actively pursued this issue and have not simply taken their lack of 911 emergency services as a resolution. After our meeting we filed a complaint with the Better Business Bureau. We have also sought legal counsel to discuss what steps need to be taken in order to protect our family since 911 is not even active at our residence. No issues have ever been resolved between Comporium Communications and my family. A matter is resolved when the problem has been solved and our problems have not been resolved.

The Better Business Bureau closed the matter against Comporium Communications stating that the customer was not satisfied with company response. We were advised to file a complaint with their regulatory department, which led us to this point now. Fictional information was provided to the Better Business Bureau by Comporium Communications in regards to our home security system. During the vendor meet between CPI Security and Comporium Communications it was determined that there was NO problem with the security system that would cause the problem with the telephone line. The security system was in fact disconnected from the telephone line for more than two weeks while testing the line, during which the problems with the phone line continued. We have not only disconnected our security system but also used Comporium phones with all breakers shut off in an attempt to prove no electrical appliances were the cause of the problem. In addition Comporium had disconnected our phone from our security system from our main telephone line and switched it to a new phone line without our knowledge. We found out by a sticky note attached to our front door, we use the garage as our main entrance. If anyone had come to our door they would have found a note from a



Comporium employee telling them the security system was disconnected and making them aware of our phone line service interruption. If the alarm had gone off and sent a signal to CPI, they did not have the correct phone number to dispatch properly. Comporium has verified they did switch without our consent; I have a copy of that recorded conversation and the note left on the door if necessary. I also have contacted CPI and will enclose a copy of the letter I received in regards to the meeting with CPI and Comporium Communications.

Furthermore, Comporium Communications has displayed their negligence when it comes to security systems. On September 5th, 2007 Ebinport Elementary was broken into and the security system went off sending incorrect signals to Comporium and the police department was not notified. The burglars took off with four laptop computers worth more than \$5,000. To quote the article by WSOC-TV dated September 7th, 2007

"Comporium officials say their agreement with the Rock Hill school district is to notify them by e-mail when there is a minor alarm, such as an open door. That's what Comporium did when the unclosed door alarm came in. School officials are testing the system to see why the burglar alarm did not sound. Police said if they'd been notified, it's likely an officer might have been on the scene quick enough to catch the burglars inside the school."

<http://www.wsoc.tv.com/news/14069400/detail.html>

We are not the only customers who have or have had issues with 911 services and Comporium Communications. Lancaster County had reported system wide issues with 911 services with Comporium Communications. According to the article listed below Mr. McFadden stated that these issues can pop up from time to time. That in itself appears that Comporium Communications is not well suited by **SECTION 23-47-20 C-7**. In an article dated December 3, 2007 WSOC-TV stated

"Thousands of people in Lancaster County are being urged to get help from a neighbor if they can't dial 911. Emergency calling there has been hit and miss since Friday night when the local phone company upgraded its phone network.

Comporium Communications switched over its phone network from a Lancaster site to a Rock Hill site. That planned switchover was well-known, and local officials prepared for brief phone outages. However, since the switchover, phone service has remained sporadic through out the county. As of Monday morning, some people were still unable to call 911 in an emergency." For full article you can go to

<http://www.wsoc.tv.com/news/14763435/detail.html?rss=char&psp=news>

Comporium repeatedly states that these issues have been resolved yet they have not. We are challenging the billing since the services rendered were not functioning properly. We have countless recorded conversations that can be provided upon request. We were told to not pay anything until the issues were resolved yet they not only disconnected our services but have reported my wife to a collection agency. I am the one who signed up for services, my wife is an authorized person to discuss my account with. I was not reported to a collection agency and my wife's name was spelled incorrectly but it is

added harassment and stress over this issue. The gentlemen she spoke with is Richard Jones (800) 991-5278 account #5869576.

As far as the bill is concerned we have been advised by legal counsel that we are to not pay until the issues, especially 911 accesses have been resolved. We have yet to receive a clear and crisp line which is a basic necessity when it comes to a telephone line. Comporium attempted to force us into using their long distance, blaming part of our problem on Qwest Communications our long distance provider. Comporium has also stated that Qwest is part of the problem with our phone line. We have contacted Qwest requesting a letter as well stating they cannot be responsible for the lack of 911 services to our residence.

Their letter dated March 10, 2008 from Glen McFadden is clearly charging for a basic phone line instead of the taxes and cost for 911 services only. The letter states "the lowest priced service to which you could subscribe from Comporium to receive access to emergency services (911) is our basic local exchange service." The letter clearly states that Comporium is aware that we do not have access to 911 services and they are unwilling to provide emergency services for our residence without basic phone services. The emergency services did not work when the basic phone line was active what makes Mr. McFadden believe that they would work now? The problems have not been resolved. The cost of the basic local exchange service is \$24.81 per month, which includes the York County 911 Charge of fifty cents. At the bottom of such letter it is clearly stated "this letter does not constitute an offer of service." Below you will find the laws in regards to charging for 911 emergency services.

SECTION 23-47-50. Subscriber billing.

(A) The maximum 911 charge that a subscriber may be billed for an individual local exchange access facility must be in accordance with the following scale:

Tier I - 1,000 to 40,999 access lines - \$1.50 for start-up costs, \$1.00 for on-going costs.

Tier II - 41,000 to 99,999 access lines - \$1.00 for start-up costs, \$.60 for on-going costs.

Tier III - more than 100,000 access lines - \$.75 for start-up costs, \$.50 for on-going costs.

Start-up includes a combination of recurring and nonrecurring costs and up to a maximum of fifty local exchange lines an account.

It is apparent that Comporium Communications and I will not agree on this matter which is why we contacted the BBB and now the Public Utility Commission to assist with the resolution of this matter. Simply sending representatives to our home with various telephones does not fix the problem. We have purchased a special telephone that is made to help with radio interference; we still hear noises on the line. The problem is outside not inside of our home. We have turned off the electricity to the home to see if it was possible interference from electronic equipment, there is still noise on the line and it could be hear both inside and outside at the box. The old telephone lines that were supposedly removed from our home were left hanging in the drop ceiling in the basement, I found these end of last year and we still have a bag full of old wires. The old